

Exhibitor Experience as a Service - Mentorship	
Description	Provider will train Customer in configuration of new and existing exhibitor portal and floor plan configurations, exhibition management process and on-screen reporting.
Assumptions	<p>Exhibitor Portal and Floor Plan modules have been onboarded with building block configurations in place and back-office training complete</p> <p>Chain of Command Established</p> <p>Specific Customer Representative to make and enforce decisions</p> <p>If a Power User does not exist, one should be created</p> <p>Customer Support tickets will be added by the Customer</p> <p>Customer is responsible for all user testing related to upgrades, patches, add-ins, and process updates or revisions.</p> <p>Post Go Live: Customer manages event moving forward: sales, order management, booth assignments</p>
Limitations	Not applicable
Kick Off	<p>Provider responsibility:</p> <p>Internal handover and preparation</p> <p>A 30 minute remote kick off meeting with preparation, for introductions, review scope and to establish a cadence of check in meetings</p> <p>Customer responsibility:</p> <p>Ensure key project resources and stakeholders can attend kick off meeting</p> <p>Ensure project scope is accurate and fully aligns to all business requirements</p> <p>Raise any risks, blackout periods for resourcing plan</p>
Discovery	<p>Provider responsibility:</p> <p>Review customer database and processes in preparation for delivering this service.</p> <p>Customer responsibility:</p> <p>Provide an understanding of business processes, data and requirements</p>
Design	Not applicable
Annual Administrative Support	<p>Provider responsibility:</p> <p>Initial onboarding sessions and workshops for first 3 weeks to cover configuration building blocks for Exhibitor Portal and Exhibitor Floor Plan</p> <p>Training sessions in configuration of one event's Exhibitor Portal and Floor Plan (2 week duration)</p> <p>Scheduled check-ins</p> <p>Customer responsibility:</p> <p>Provide Exhibitions Admin for mentoring</p> <p>Create test scripts for each change</p> <p>Perform UAT against test scripts</p> <p>Raise any issues found (that are within the scope of the SOW) via the issue log template</p>
Exclusions	<p>Custom development is not in the scope of this Service</p> <p>Integration services are not in the scope of this Service</p>
<p>This is an annual service</p> <p>Up to 40 hours, each year, are included with this Service.</p>	